## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	207983	communication with channel	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 12:56
L2	77	1 same (customer with interaction)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 12:56
L3	12	2 and (central with (processor or processing or rule))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 12:57
L4	519	predict\$ with (customer and behavior)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 13:05
L5	48	1 and 4	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 13:06
L6	6	5 and 2	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 13:06
L7	32	["6563430"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 13:24
L11	12	(("20020059283") or ("20040264670") or ("1154627")).PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48

		USPAT			14:48
1	20070239515-\$ or US-				
5	20050091156-\$ or US- 20040006506-\$ or US-				
	20040006506-\$ or US-				
	20040249650-\$ or US-				
	20030088545-\$ or US-				
	20070094230-\$ or US-				
	20070106638-\$ or US-				
	20070106639-\$ or US-				
	20070118504-\$ or US-				
	20070208697-\$ or US-				
	20070214145-\$ or US-				
	20070299813-\$ or US-				
1	20080021881-\$ or US-				
	20030229884-\$ or US- 20060262922-\$ or US-				*******
	20070038499-\$ or US-				*******
	20020087385-\$ or US-				***************************************
	20040083479-\$ or US-				
	20070038500-\$ or US-				
	20070061421-\$ or US-				
	20050002502-\$ or US-				
	20020072921-\$ or US-				
	20040225549-\$).did. or				
	(US-20030074342-\$).did.				
	or (US-6292830-\$ or US- 6014647-\$ or US-				
	6389402-\$ or US-				
	6385646-\$ or US-				
	6711565-\$ or US-				
	6728702-\$ or US-				
	6763351-\$ or US-				
	6782383-\$ or US-				
	7213013-\$ or US-				
	7233937-\$ or US-				
	7293014-\$ or US- 7353182-\$ or US-				
	6138139-\$ or US-				
	6108711-\$ or US-				
	6345305-\$ or US-				
	7200563-\$ or US-				
	6230197-\$ or US-				
	6697858-\$ or US-				
	7013263-\$ or US-				
	6724887-\$ or US-				
	7308414-\$ or US-				
	6047261-\$ or US-			-	
***	6886037-\$).did.		I	1	

_13	49	(US-20070083418-\$ or	US-PGPUB;	OR	OFF	2008/12/17
			USPAT			14:48
		20040001616-\$ or US-			***	***************************************
		20040015417-\$ or US-			***	
		20040103017-\$ or US-				
		20040198887-\$ or US-				
		20040230503-\$ or US-				
		20050015286-\$ or US-				
		20050086290-\$ or US-				
		20050151489-\$ or US-				
		20050193055-\$ or US-				
		20060060647-\$ or US-				
		20060262919-\$ or US-				
		20070026368-\$ or US-				
		20070083425-\$ or US-				
		20080040196-\$ or US-				
		20050172666-\$ or US-	1			
		20010034673-\$ or US-	į.			
		20030156133-\$ or US-	į.			1
		20040230438-\$ or US-	1		***	***
		20050081188-\$ or US-	1			
		20070143127-\$ or US-			•	
		20070213050-\$ or US-				
		20070213075-\$ or US-	}			
		20070226159-\$ or US-				
		20070263838-\$).did. or				
		(US-20030118635-\$ or				
		US-20040196455-\$ or US-				
		20060039533-\$).did. or				
		(US-4852149-\$ or US-	[			
		5046088-\$ or US-				
		5959869-\$ or US-	}			
		6295551-\$ or US-	}			
		6493695-\$ or US-				
		6505773-\$ or US-				
		6510350-\$ or US-			-	
		6741699-\$ or US-		l		
		6914975-\$ or US-			***	***************************************
		5086460-\$ or US-				
		7191229-\$ or US-				
		5999610-\$ or US-				
		6917972-\$ or US-				1
	1	7117193-\$ or US-			***	***
		5954911-\$ or US-				
		6283761-\$ or US-		1		
		6951821-\$ or US-		l		
		7262842-\$ or US-			***	
		3561566-\$ or US-			-	
		4114027-\$ or US- 4195751-\$).did.			***************************************	
.14	97	L12 or L13	US-PGPUB;	OR	OFF	2008/12/17
	-		USPAT	1	1	14:48

L15	10	(("5541835") or ("5892900") or ("5822744") or ("5907800") or ("5704017")).PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48
L16	12	(("5541835") or ("5892900") or ("58822744") or ("5907800") or ("5704017") or ("5309355")).PN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48
L17	5870	customer with interaction	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48
L18	15476	predict\$ with behavior	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48
L19	20	L17 same L18	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48
L20	5	L17 same L18	USPAT; EPO; JPO	OR	OFF	2008/12/17 14:48
L21	519	predict\$ with (customer and behavior)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48
L22	79	L17 and L4	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48
L23	67049	"705".clas.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48
L24	49	L22 and L23	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48
L25	1	("20020138316").PN.	US-PGPUB; USPAT	OR	OFF	2008/12/17 14:48

L26	29	L24 and (communicat\$ with interact\$)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48
L27	1	("20070083418").PN.	US-PGPUB; USPAT	OR	OFF	2008/12/17 14:48
L28	2	("7016936").FN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48
L29	2	("5737726").FN.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/12/17 14:48

<sup>12/17/2008 2:53:25</sup> PM

C:\ Documents and Settings\ bparker1\ My Documents\ EAST\ Workspaces\ Optimizing Customer Interactions.wsp